CLAIMS

What we claim:

1. A method of providing remote support to a monitored system, comprising:

providing a remote productivity center connected to the monitored system, the monitored system having at least one agent for gathering data;

receiving data from the agent at the monitored system;

comparing the data from the monitored system with threshold values;

ascertaining jobs to be performed on the monitored system as a result of the comparing;

identifying a first set of the jobs and automatically performing work required to complete the first set of jobs through the productivity center; and

identifying a second set of the jobs and assigning the jobs to associates for manually performing work required to complete the second set of jobs.

2. The method as set forth in claim 1, wherein assigning jobs to associates comprises scheduling the second set of tasks to the associates.

3. The method as set forth in claim 2, wherein scheduling comprises assigning jobs to associates based on associates assigned to the monitored system.

4. The method as set forth in claim 2, wherein scheduling comprises assigning jobs based on required skill level of the jobs and skill level of the associates.

5. The method as set forth in claim 2, wherein scheduling includes allocating the second set of jobs to the associates based on at least one factor selected from the group comprising: work level of the associates, availability of the associates, monitored system associated with the associates, and a desire for the second set of jobs to be assigned to associates having the lowest skill level.

6. The method as set forth in claim 1, wherein receiving data comprises receiving requests for jobs to be performed.

7. The method as set forth in claim 1, wherein receiving data comprises receiving performance data from a server within the monitored system.

8. The method as set forth in claim 1, wherein automatically performing the second set of jobs comprises instructing the agents at the monitored system to perform the work required to complete the first set of jobs.

9. The method as set forth in claim 1, wherein ascertaining jobs to be performed comprises providing a task dictionary defining tasks that may need to be performed on the monitored system.

10. The method as set forth in claim 1, further comprising providing status information on the monitored system.

11. The method as set forth in claim 10, wherein providing status information comprises providing status information to wireless devices.

12. The method as set forth in claim 10, further comprising providing alerts regarding the status information on the monitored system.

13. The method as set forth in claim 1, further comprising tracking availability of the associates.

14. A productivity center for providing remote support to a monitored system, comprising:

a message broker for receiving data from the monitored system;

a solution engine for receiving the data from the message broker, for comparing the data with threshold values, and for ascertaining jobs to be performed on the monitored system;

a scheduling engine for receiving a first set of jobs from the solution engine and for remotely performing required to complete the first set of jobs;

wherein the solution engine assigns a second set of the jobs to associates for performing work required to complete the second set of jobs.

15. The productivity center as set forth in claim 14, further comprising a calendar tool for tracking an availability of the associates.

16. The productivity center as set forth in claim 14, wherein the solution engine derives status information on the monitored system from the data and wherein the system further comprises an escalation engine for sending notifications with the status information.

17. The productivity center as set forth in claim 16, wherein the escalation engine sends notifications to wireless devices.

18. The productivity center as set forth in claim 14, wherein the solution engine comprises a pre-processor for obtaining information from a job queue, a solver for assigning the jobs to the scheduling engine and to the associates, and a post-processor for sending job assignments to the scheduling engine and for updating the job queue.

19. The productivity center as set forth in claim 14, further comprising a task dictionary of tasks that may need to be performed on the monitored system, the task dictionary being stored in a jobs database.

20. The productivity center as set forth in claim 16, further comprising an interface for providing access to the status information and to the data received from the monitored system.